

About Salix

We're Salix and we're on a mission to help save the planet.

We enable and inspire organisations in the public and private sectors to achieve their ambitious net zero targets and create better places to live and work.

We're passionate about our work and proud to be on the journey with them.

We deliver government funding schemes to support councils, schools, housing associations, hospitals and universities boost their energy efficiency, reduce their impact on the environment, save money and remove households from fuel poverty.

We work with the UK government and the devolved administrations in Scotland and Wales. As well as managing the funding schemes, we provide professional advice, expertise and support to grant recipients throughout all stages of their projects.

We also offer insight, intelligence and influence by sharing knowledge and lessons learnt from project delivery to help improve future schemes and policy development.

We were created in 2004 and have been growing ever since. We now employ over 200 people. Our principal office is in Manchester and we have a base at Canary Wharf in London.

We are wholly owned by the Department for Energy Security and Net Zero.

Why work for us?

If you share our passion for addressing the urgent challenge of climate change and contributing to the UK's ambitious decarbonisation goals, we want to connect with you.

We offer fulfilling careers where every day brings exciting challenges and rewards.

You'll have the chance to leverage your skills and expertise to shape impactful projects, both large and small, making a meaningful difference across the UK.

Recognising that our employees are the reason for our success, we prioritise their wellbeing and professional development.

As proud holders of Investors in People and Carbon Literacy Project accreditations, we are committed to creating an environment where you can thrive.

As you'd expect, we offer a variety of benefits, activities and training opportunities to ensure you excel in your role and enjoy your time with us.

We're committed to equal opportunities and we're proud of the diverse workforce we have. We continue to grow the diversity of our people, promoting an inclusive culture.

Role	Senior Workplace administrator
Department / Location	Data, technology and workplace team Manchester
Reports to	Workplace Administrator
Package	Salary Band C 28 days annual leave (excluding bank holidays) Cycle to work scheme. Contributory pension scheme Employee support with public transport costs Supported training budget for staff. Access to Employee Assistance Program
Overview	<p>The data, technology and workplace (DTW) team provide technology support, system development, office & facilities management, and data & insights work.</p> <p>The workplace team support our end users desktop environments along with office and facilities management. Salix are supported by 3rd party MSPs where required to help deliver our transformation programme.</p> <p>This role in the workplace team is focused on providing technical support and configuration management of our Microsoft based tenancy and M365 services.</p> <p>The skills framework for the information age (SFIA V9) has been referenced in the construction of this JD. The primary competencies for this role from the framework are:</p> <ul style="list-style-type: none"> - Application support (ASUP) – Level 4 - Service acceptance (SEAC) – Level 3 - System software (SYSP) – Level 4 - Incident management (USUP) – Level 4 - Customer service support (CSMG) – Level 3 - Software Configuration (PORT) -Level 3 - Identity and access management (IAMT) - Level 3 - Infrastructure operations (ITOP) - Level 3 <p>For more on SFIA go to their website at: SFIA 9 skills directory A-Z – English</p>
Key Responsibilities	<p>Provide effective resolution of end user compute issues to a high standard and timely manner for M365 services inc Teams, SharePoint, Exchange, O365</p> <p>Accurately document user issues using 3rd party ticketing systems e.g. Service Desk plus</p> <p>Configure, monitor and troubleshoot Identity and access management using Microsoft native tools inc Entra, defender etc</p> <p>Configure, monitor and troubleshoot mobile and end user compute devices using Microsoft native tools e.g. Intune</p>

	Act as an escalation point for the workplace team and technical point of contact for 3 rd party support providers
	Administration of enterprise application onboarding, inc security reviews, authorisation, and provisioning via SSO/SCIM
	Act as a technical project resource to support Salix transition to its future operating state
	Act as a SME in ensuring compliance with Salix information security policy inc technical configuration of the M365, & end point devices and assist in documentation of process, procedures and other artifacts required.
	Support problem resolution, identify & implement continuous improvement initiatives
	Engage with all DTW IT service management controls and processes ensuring the environment is managed with minimum risk
	Maintain awareness of any confidentiality, integrity or availability risks with the IT environment and work with stakeholders to mitigate any exposure & vulnerabilities.
	Apply, promote and endorse compliance in all applicable legal, regulatory and corporate policies, process and procedures ensuring business knowledge and understanding is maintained
	Act as point of contact for the Workplace team when on site including supporting any facilities tasks required
	Undertake any other reasonable tasks linked to the role, as and when requested by the AD technology innovation & development.

How to apply

If you wish to apply for this role, please submit all of the following to HR: An up-to-date CV and an Equality monitoring form (available to download here).

Key information about the application process

Nobul/IvyRock Partners are Salix's recruitment partner. As this role is open to both internal and external applicants simultaneously, and to ensure a fair and structured process, please note the following key details:

- **First Stage Interviews:** NoBul/Ivy Rock will conduct initial interviews for both internal and external applicants.
- **Structured Approach:** These calls will follow a set of pre-defined questions designed to assess your skills and suitability for the role efficiently and fairly.
- **Formal Interviews:** These will be managed internally by Salix.

If you have any questions, please contact HR@salixfinance.co.uk.

How to apply:

- Please send your CV to salixapplications@ivyrockpartners.com.
- A member of the NoBul/Ivy Rock team will reach out to schedule your first-stage video interview shortly.

Appointment timetable

- Applications will close on **Monday 4 May 2026, 09:00.**
- First Stage interview (conducted by Ivy Rock)
- Shortlisted candidates will be invited to interview **on Monday 18 May 2026.**
- Start in post by mutual agreement.

Appendix 1: Personal Specification

CRITERIA	DESCRIPTION	ESSENTIAL CRITERIA
QUALIFICATIONS	Relevant technical certifications e.g. Microsoft certifications	✓
	Bachelor's degree in relevant field or equivalent experience.	
EXPERIENCE	A minimum of 3 years' IT desktop support in an enterprise environment (200+ users) including end user account administration, support, systems & device administration and configuration	✓
	Regular hands on use and good knowledge of Microsoft admin centres (Entra, Intune, M365 , exchange, Teams, SharePoint, security)	✓
	Management of mobiles devices and end user compute defender, Intune and Entra policies	✓
	Experience in managing Azure hosted services	
	Use or purview and applying and managing DLP, information protection policies useful	
	Awareness of recognised IT service methodologies (e.g. ITIL) for the delivery of technology support services	
	Use of scripting and automation e.g. PowerShell, power automate	
	Functional understanding of information & application security best practices and how to apply them effectively	✓
	Experience of engaging with stakeholders at all levels, including the executive management teams of organisations	
	Experience of delivering high quality documentation resources	✓
	Experience of working with suppliers to deliver organisational outcomes	✓
	SKILLS AND ABILITIES	Excellent communication skills, both written and oral
Technical knowledge of Microsoft M365 administration, access & identity management & end user compute support and configuration		✓
Demonstrable ability to manage competing priorities and align to organisational need		✓
Ability to assess and adapt to evolving situations whilst adhering to structured processes and business policy.		✓
Attention to detail, Service excellence and outcome focused		✓
Ability to articulate technical and service management concepts to non-technical staff		✓

	Ability to demonstrate competencies required to meet the roles Key responsibilities	✓
	Self-motivated with the ability to motivate others to deliver for the organisation	✓
	Ability to actively contribute to a professional service delivery model	✓

Key: ✓ = key criteria